

CLIENT EXIT INTERVIEWS TERMS OF REFERENCE (TOR) 2019

[Marie Stopes Afghanistan]

MARIE STOPES [Afghanistan]:

[MSIA], a [NOT-FOR-PROFIT], is a Sexual and Reproductive Health (SRH) service providing organization since [2002].

Marie Stopes International Afghanistan (MSIA) was opened after registration with government of Afghanistan in August 2002. MSIA follows the global mission statement of MSI, which is children *by choice not by chance*. Our focus is to contribute in reducing maternal mortality ratio, providing quality and sustainable MCH/RH services and information in 20 provinces in coordination with Ministry of Public Health, Afghanistan.

MSIA is operating in several provinces of Afghanistan namely, Kabul, Balkh, Herat, Jawzjan, Faryab, Nengarhar, Baghlan, Kunduz, Badakhshan, Takhar, Nemorz, Samangan, Helmand, Kapisa, Sare pul , Spin Boldak, Dawlat Abad, Pakitika and Musa Qala.

MSIA delivers RH and family planning service through various channels such that centres, outreaches, social marketing and MSLadies and under five children and women particularly high impact group for instance youth, poor and victims of violence.

MSIA is keeping the client at the centre of our work and strengthening our development as an evidence-based organization. Client Exit Interview is important to this mission, because it helps us to understand our clients.

ABOUT THE CLIENT EXIT INTERVIEWS:

The Exit Interview is a short and simple survey which is administered to MSIA clients upon receiving a family planning/ Maternal and child Health (FP/MCH) service from an MSIA centre, outreach site(mobile clinics), and MS Ladies(community health workers). The data generated from the exit interview answers the following important questions:

1. Who are our clients?
2. Are services meeting the unmet need of the poor and underserved?
3. Are clients satisfied with their MSI experience?
4. Do marketing activities work?
5. Are clients being offered appropriate choice of FP methods?
6. How can we communicate with our clients?

The Exit Interview provides rich data about an MSIA core services across our service delivery channels and is a supplement to the existing routine monitoring data derived from our HMIS (including CLIC data).

The actionable, cost-effective nature of the Exit Interview lends itself well to informing decisions. For example, it helps identify areas of service delivery that clients are not satisfied with, or channels that are most effective at reaching underserved clients.

METHODOLOGY:

Exit interviews survey conducted at MSIA facilities and sites using a standardized questionnaire. Data collection typically occurs during the fourth quarter of the calendar year, for a minimum duration of two to three weeks, and for up to two months. Data collectors are hired and trained for a minimum of two days in approaching clients, appropriate informed consent procedures, and the aims of the survey, before beginning data collection at our facilities.

Where it is possible to visit all facilities/sites, a census of sites is taken and a minimum of 106 clients are interviewed. Where it is operationally infeasible to visit all facilities/sites, a stratified cluster sampling design is used, whereby at least 30 sites (which have been sorted by service volume) are randomly selected, and a minimum of 160 clients are interviewed.

Note: This survey will be conducted across nineteen provinces of Afghanistan in 36 centers, mobiles clinics (which will be 8 outreach sites), MS ladies and disabled people. A total of 300- 500 sample size from all channel is required to be interviewed(This is an estimated sample size, it might differ once the sample size is finalized). This is an estimated sample size which may increase by 10-25 % after sample size finalization. The budget should be developed based on the estimated sample size.

SCOPE OF WORK:

- Work and propose a sampling strategy for this study using MSI-A specific channel client flow
- Translation of questionnaire from English in to Dari and Pushto, as well as back-translation from Dari, Pushto to English (to check the translation).
- Conduct training for data collectors on the following topics: the MSIA program (service delivery and channels), research ethics (including informed consent), data collection techniques (including role play), and exit interview protocol. Pilot the exit interview questionnaire with 20 clients to validate the tool.
- Perform and complete data collection based on the predetermined schedule, provided by MSIA.
- Perform data entry and verification by using the provided Epi Info data entry screens, and provided SPSS syntax for data management and analysis
- Ensure data quality is in place through the use of the provided SPSS syntax to clean the data once it has been imported into SPSS from Epi Info.
- Submit cleaned dataset with final questionnaire (used in the survey) to MSIA before drafting the report
- Draft final report once the dataset is finalized with MSI global consultant-; Finalization of data set with the MSI global consultant may take a month or more from submission of cleaned dataset to MSIA.
- Presenting results of analysis– Study consultant will prepare PowerPoint presentation and present result of analysis to MSIA senior management team.

Activities	September	October	November	December	January
Study CEI protocol and develop sampling strategy			1 st week		

Adapt and translate required tools for fieldwork			1 st week		
On board and train research assistants					
Field work					
Data collection			2 nd week		
Double Data entry				3 rd week	
Data cleaning and verification				3 rd week	
Synthesis and write up					
Data analysis				4 th week	
Prepare final draft of the report					1 st week
Dissemination of findings					TBD

LOGISTICS AND PROCEDURES:

Upon signing the contract with the consultant, [MSIA] will provide exit interview package to the consultant, and will provide any other support such as orientation on tools, training for enumerator, and lock cupboard for questionnaires. [MSIA] will also provide a list of sites and locations where we work. The consultancy will be responsible for organizing fieldwork travel arrangements for research assistants and for procurement any printed survey materials.

MINIMUM REQUIREMENTS FOR APPLICANTS:

- All project members must demonstrate pro-choice values
- At least five years of experience in managing research [including protocol development, tool preparation, fieldwork coordination, established client confidentiality practices]
- Experience managing logistics including materials personnel
- Agency has technical specialists in public health and family planning with proven track record of prior quantitative research
- Field supervisors experienced on research activity or data collection with similar research and have public health/nursing or health/social science background
- Enumerators experienced in conducting research activities particularly on SRH
- The consultancy should be able to arrange all the logistic support for execution of this survey

CODE OF CONDUCT:

Client confidentiality

It will be the responsibility of [MSIA] to ensure that study documents and collected information is kept confidential, safe and secure. The consultancy will be required to adhere to the confidentiality and privacy guidelines stipulated by [MSIA].

Adult & child safeguarding policy

The consultancy will be required to adhere to the adult and child safeguarding policies followed by [MSIA]. Our commitment is to:

1. **Safeguard clients (including children):** by actively identifying clients who may be vulnerable and at risk of significant harm, by preventing intentional or unintentional harm, abuse, and exploitation within MSI operations, and promptly responding, if harm or abuse occurs.
2. **Safeguard MSI People:** by promoting a safe working environment and by avoiding situations and behaviours which may be misinterpreted and potentially lead to false allegations against team members.
3. **Safeguard MSI:** by demonstrating a genuine commitment to Safeguarding all our clients, our team members, and preventing cases of abuse happening which may tarnish MSI's reputation and affect its ability to continue work and receive funding.

Incident reporting

All researchers have a duty to report any witnessed or suspected cases of a team member, volunteer or research partner committing abuse or exploitation, or any breach of the safeguarding policies, or code of conduct.

EXPECTED DELIVERABLES/OUTPUTS:

- Translate exit interview questionnaire, refusal log, consent forms
- Final sample selector tool, separated by each service delivery channel
- Sampling strategy plan for enumerators as well field monitoring and supervision plan
- Hard copies of the exit interview questionnaire, signed consent forms and completed refusal logs
- An EpiInfo database with all the questionnaires entered, using the standard EpiInfo data entry forms provided by [MSIA].
- A clean SPSS data set of all exit interview data, which is organized using the standard variables and response options found on the standard questionnaire and which is submitted to [MSIA] no later than [December 28th], 2019.
- A comprehensive evaluation report, using the standard MSI template
- Any additional deliverables that are part of the standard MSI exit interview package

TIME FRAME:

- This exercise is expected to be executed beginning from (1st week of November) 2019.
- Fieldwork activities should be completed by (20th December 2019).
- Following completion of field activities, data entry and cleaning task should be completed by [December 25th] 2019.
- The final report should be submitted to [MSIA] by [Jan 10th] 2020.
- The agency should also be available to attend any queries on the data or report and/or edit the report based on feedback from MSI's regional evidence advisor or [MSIA] up to 2 months after the report is submitted.

CONTRACT PAYMENT TERMS:

- Proposals are invited based on these Terms of Reference outline in this document. Bidders are invited to note that, if awarded the contract, payment terms will be subjected to negotiation.
- The payments will be made upon successful completion of the deliverables and submission of invoices in instalments.
- The payment for the work shall be as follows:
 - [20%] of the budget will be paid upon both parties signing the contract.
 - [30%] of the budget will be paid upon delivery of cleaned dataset.
 - [50%] of the budget will be paid upon the submission of the final Client Exit Interview Report and Approval from MSIA
- [MSIA] reserves the right to withhold all or a portion of payment if performance is unsatisfactory or if work/outputs are not achieved.

SUBMISSION OF PROPOSAL:

Interested parties should submit a 2-page expression of interest (EOI) and an application pack to [MSIA] human resources manager by [October 20th, 2019]. The submission package should include:

- Agency profile and background resources
- At least one sample of similar past fieldwork projects executed [include excerpt of quantitative results section, SPSS syntax file, fieldwork plans]
- Proposed project workplan and budget broken down by each activity
- Curriculum vitae including contact details of key project members

All interested consultants should submit soft copies of the required documents mentioned above in a sealed envelope to:

Mr. Munir Zalmy , Admin and HR Manager
House# 57, Part A Shahre Naw, District 10, Kabul Afghanistan

Phone: 0093-728877911

For electronic submission of documents please refer to below IDs.

Mail: info@msi-afg.org/ vacancies@msi-afg.org/admin.log@msi-afg.org

For any query related to ToR please refer to:

Dr.Zuhal Sulaiman Haares
m.e@msi-afg.org

All selected candidates will be required to sign a self-declaration of compliance statement and the MSI code of conduct. Background checks will also be conducted during the recruitment process.